

**Technology Customer Council Meeting
Minutes of November 12, 2003**

F i n a l

Present: Steve Mosen, Gary Nichols, Greg Wright, Larry Murphy, Rich Jacobs, Steve Morris, Jim Anderson, Cynthia Eisenhower (partial), Carl Martin, Leon Schwartz, Steve Gast (ex officio), Marv Van Haaften

Absent: Diane Kolmer, Lee Tack

Guests: Judy Peters, Marianne Mickelson, Kit Krogmeier, Tom Shepherd, John Gillispie, Mollie Anderson, Lorrie Tritch, Martha Combs, Nadir Mehta, Vicki O'Neal, Mark Uhrin, Diane Van Zante, Randy Clemenson, Patti Allen

Steve Mosen called the meeting to order. It was noted that a quorum of members was present.

- 1) Review and Approve Minutes – Larry Murphy made a motion, seconded by Carl Martin, that the minutes of the October meeting be approved. An oral vote was taken, approving the minutes as written.
- 2) Review and Approve Bylaws – Leon Schwartz made a motion, seconded by Greg Wright, that the updated bylaws be adopted as written. An oral vote was taken with all members being in agreement. The motion carried.
- 3) Update on Public Key Infrastructure (PKI) Survey – Steve Mosen distributed a “Responses to PKI Pricing” summary, broken down by individual state agency. John Gillispie advised that the Department of Transportation (DOT) was the only entity that indicated it would purchase licenses (3 @ \$1250 each), so there did not appear to be a sound case for using pooled technology funds. The other option seems to be waiting for the Federal Government to expand its PKI service, called Access Certificates for Electronic Services, to include commercial sales. Steve recommended that the Information Technology Enterprise (ITE) continue its work with the federal government to secure PKI certificates sometime in the next year. John asked if the council wanted ITE to investigate commercial alternatives. The DOT, IPERS, and Iowa Veterans Home indicated that their need for PKI was not immediate. ITE will work with the Secretary of State's Office to flesh out digital signatures. Leon Schwartz made a motion, seconded by Greg Wright, that ITE look at the legal infrastructure and create standards for PKI until such time as the federal government offers PKI certificates. Larry Murphy noted that the Supreme Court is also considering this topic and is looking at creating court rules for PKI and digital signatures. This may be a good opportunity for collaboration. An oral vote was taken with all members being in agreement. The motion carried.

- 4) Update on Mainframe Survey – A summary of agency responses was previously sent to the council. The summary is intended primarily as information for ITE, to assist them in business continuity/disaster recovery planning. John mentioned that we neglected to ask, “Who else uses your agency’s application?” Although the premise for gathering information was previously stated, some members questioned whether the information might be used as part of the process for setting mainframe utilities.
- 5) Mainframe Utilities – Mollie Anderson. Utilities are established where there is economy of scale, where there will be savings for the citizens of Iowa, and in order to enhance the delivery of services to citizens. The Director of the Department of Administrative Services (DAS), in consultation with the Governor, acts as the decision maker in determining whether something is or isn’t a utility. The Director will seek advice from other entities, such as the Technology Customer Council. When a utility service has been declared, if an agency utilizes that particular service, they will be required to use that utility. By January 15, 2003, DAS expects to print a rate book for all DAS utility service offerings. Publication of rates will be followed by a 30-day review period.

Nadir Mehta, ITE, reported that five items had been determined to be utilities:

- Common Directory – ITE will begin using the Iowa Hub. Currently, the Hub has about 15,000 entries. When completed, there will be about 20,000.
- Cross Calendaring – ITE is presently working on a solution and wants to work with the Technology Customer Council and CIO Council on this matter. Costing information should be available at the next meeting.
- I3
- HRIS
- IFAS/Budget

There was a question about the original list of utility services, which included processing, data storage, and mainframe printing. It was decided that at this point in time, it wasn’t feasible to classify those items as a utility, however that decision may be revisited after the consolidation study has been completed.

- 6) Update on Business Continuity Plans/Disaster Recovery – Lorrie Tritch. At the last meeting, Lorrie shared some information with regard to disaster recovery and business continuity planning. Lorrie advised that ITE has three different types of plans: business continuity, threat disaster protocol, and the Iowa Computer Security Emergency Response Team. ITE is working with the Homeland Security and Emergency Management Division (EMD) to consolidate the three plans. EMD is currently working on 55 Iowa Homeland Security initiatives.
- 7) Review the Roles and Responsibilities of ITE and Technology Customer Council (handout) – Council members requested clarification on roles and responsibilities; those items were identified as follows:

Technology Customer Council role –

- Approves level of utility service
- Reviews and comments on the provider's customer satisfaction data and information
- Gathers its own customer input, as desired
- Approves general service level agreement boilerplate terms, including service standards and redress mechanisms
- Review and approve financial statement and business plan for utility services
- Approves rates/costs
- Participates in complaint resolution process
- Represent respective state agencies
- Advises DAS leadership on related issues as requested

ITE Role –

- Recommends level of utility service
- Prepares surveys to measure customer satisfaction
- Recommends general service level agreement boilerplate terms, including service standards and redress mechanisms for council review
- Prepares financial statement and business plan for council review
- Recommends rates/costs for services
- Participates in complaint resolution process
- Coordinates and prepares meeting agendas, minutes and locations
- Participates in related issues as requested by council and/or DAS

- 8) Discuss Federal Over-Recovery – Mollie Anderson. With regard to federal over-recovery, the federal government has determined that it has paid more than its fair share to the State of Iowa and has therefore asked for reimbursement. This is a problem that dates back several years. The State is reimbursing the federal government, but currently not paying a penalty. The federal government has asked the State of Iowa to find a solution to the problem, and has advised that there may be penalties if the State does not comply. With the shift to entrepreneurial management, every customer pays their fair share, but the question is where the customers will get the money. ITE's appropriation has decreased every year since 1993. ITE will be defining rates for its services and is expected to right size the rates according to the true cost. We hope to establish a federal over-recovery appropriation to help resolve this issue. The Department of Management (DOM) has indicated that it will be part of the Governor's budget.

9) Other Discussion

Mollie spoke about the importance of purchasing from an enterprise perspective, as doing so would yield better rates for the State and save money. This would include such things as leases for facilities, cell phones, pc and software purchases, etc., many of which are currently being purchased separately by each agency. As ideas are developed, they will be brought before the council.

Policies in Cyber Security – The Governor asked Mollie and John to develop a cyber security taskforce. The taskforce will work in a very concentrated manner over the next 60 days to develop recommendations to improve cyber security. John hopes to finalize the membership in the taskforce in the next week or two. The Technology Customer Council will have the opportunity to develop, review, and comment on Cyber Security policies, however ownership of the actual policies will reside with the DAS core. The Customer Council will not set policies itself, but will have the opportunity to comment.

The Chair asked council members to consider nominees for the public member slot, as it is likely that there will be a vacancy. Please E-mail your suggestions to Diane Van Zante so that information can be gathered prior to the next meeting.

The next meeting is Tuesday, December 9. In order to set rates prior to January 15, the council will need to meet more frequently. It is anticipated that new rates would go into effect July 1, 2004. Initial rate data will be forwarded to the council prior to December 9 meeting. All information needs to be sent to the council five days prior to the date it is being discussed, in order to allow members time to visit with their partner agencies. Plans for doing so are as follows:

Large agencies – Greg Wright will follow-up with partner agencies

Medium agencies – Leon Schwartz, Rich Jacobs, and Lee Tack have worked out a plan to visit with partner agencies

Small agencies – to be determined

The council identified a series of future meeting dates to discuss and set rates. All were scheduled for the 1:00-3:00 time period.

December 9

December 16

December 23

January 6

January 13

Greg Wright made a motion, seconded by Rich Jacobs, to adjourn the meeting. An oral vote was taken with all members being in agreement. The meeting adjourned at 2:40 p.m.